



You can trust Hiya to protect your data

Whether you use Hiya to provide branded caller identification (Hiya Connect) or spam blocking services (Hiya Protect) you can be assured that any data shared with us is completely secure. And you don't have to take just our word for it. Because we are committed to maintaining a high level of information security, we have undergone thorough security reviews by a number of third-party auditors to verify that customer information is being handled responsibly. Hiya meets these standards:

SOC 2 Type 2 Compliance

Service Organization Control (SOC) Type 2 compliance is a verification process that assures other businesses that Hiya is up to date with all relevant security requirements. This includes five trust service categories that were monitored over a six-month period:

- Security
- Processing integrity
- Availability
- Confidentiality
- Privacy

To meet SOC 2 standards, the entire Hiya organization was evaluated by an independent auditor at a licensed CPA firm. In addition to the six-month Type 2 audit, Hiya had previously met the requirements for a SOC 2 Type 1 audit, which is based on a fixed point in time. These audits help assure businesses that implementation of Hiya Connect and Hiya Protect will not result in a breach of security.





ISO 27001 Certification

Hiya maintains ISO 27001:2013 certification for its Information Security Management System, demonstrating the company's commitment to following global best practices in securing and protecting corporate data.

ISO 27001 is an information security standard published by the International Organization for Standardization (ISO), the world's largest developer of voluntary international standards, and the International Electrotechnical Commission (IEC). The certification is evidence that Hiya has met rigorous international standards in ensuring the confidentiality, integrity, and availability of customer information.

Hiya's certification was issued by A-lign, an independent and accredited certification body based in the United States.

In addition, Hiya is also compliant with the **California Consumer Privacy Act (CCPA)**, and internationally with criteria established in the **General Data Protection Regulation (GDPR)**.



ABOUT HIYA

Hiya is trusted by global businesses, carriers and consumers to provide secure, engaging connections and stop unwanted calls. Built on the world's leading Voice Performance Platform, Hiya connects businesses with their customers, helps carriers secure their networks, and protects people from spam and fraud calls. Hiya's SaaS applications, [Hiya Connect](#) and [Hiya Protect](#) power services like AT&T Call Protect and Samsung Smart Call, and deliver voice performance insights to businesses across the globe.

Hiya analyzes hundreds of million calls each year from more than millions of users across the globe to improve the voice experience with trust, identity and intelligence. Hiya Connect enables enterprises to deliver an unsurpassed, differentiated customer experience through secure and branded calls, and optimizes business results through performance insights. Hiya Protect outsmarts sophisticated scammers with machine-trained trust models and makes voice more intelligent with real-time, global analytics.